



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

TO: All Federally Qualified Health Centers (FQHCs), Rural Health Centers (RHCs), and Managed Care Organizations (MCOs) participating in the Virginia Medical Assistance Programs

FROM: Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

MEMO Special  
DATE 7/14/2005

SUBJECT: Reimbursement for Dental Services under *Smiles For Children* – Effective July 1, 2005

You should have already received a Medicaid Memo dated June 10, 2005, to all dentists describing the new Medicaid and FAMIS dental program, *Smiles For Children*, which was implemented July 1, 2005. The purpose of this memo is to advise Federal Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs) of *Smiles for Children's* impact on the way they are reimbursed for dental services provided to Medicaid, FAMIS, and FAMIS Plus children.

## **PAYMENTS FOR DENTAL SERVICES PROVIDED TO MEDICAID, FAMIS, AND FAMIS PLUS CHILDREN THROUGH JUNE 30, 2005**

For children enrolled in contracted managed care organizations (MCOs), the MCOs paid FQHCs/RHCs the DMAS fee schedule for dental services. To receive the wraparound payment, FQHCs/RHCs submitted a quarterly report to Clifton Gunderson with the number of dental clinic visits, charges, and MCO payments. Clifton Gunderson then paid FQHCs/RHCs for the difference between the per-visit rate and the DMAS fee schedule.

For children in the fee-for-service (FFS) program, DMAS paid FQHCs/RHCs their per-visit rate.

## **PAYMENTS FOR DENTAL SERVICES PROVIDED TO MEDICAID, FAMIS, AND FAMIS PLUS CHILDREN ON OR AFTER JULY 1, 2005**

Under the *Smiles for Children* program, Doral Dental, the Dental Benefits Administrator contracted by DMAS, will be responsible for reimbursing all providers for dental services provided to children enrolled in MCOs and in FFS. Doral will pay FQHCs/RHCs according to the new fee schedule provided in the June 10, 2005 Medicaid Memo to all dental providers.

To receive the dental wraparound payment from DMAS, the FQHCs/RHCs must submit the same quarterly report to Clifton Gunderson, but the report must be submitted for both children enrolled in MCOs **and** children enrolled in FFS. The dental report must be kept separate from the FQHC/RHC medical report.

If you have any questions about the wraparound payment process, please contact Clifton Gunderson at 1-804-270-2200.

### **SMILES FOR CHILDREN CALL CENTER**

If you have any dental service questions, please contact the *Smiles For Children* Call Center at 1-888-912-3456. Doral has dedicated provider relations staff to answer any questions you may have regarding the *Smiles For Children* program. The *Smiles For Children* Call Center is available Monday through Friday from 8:00 a.m. to 6:00 p.m. (Eastern Time), except on state holidays, to answer questions.

### **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

Providers may access recipient eligibility information through Doral's Interactive Voice Response (IVR) system by calling 1-888-912-3456 or online through the "Providers Only" section of Doral's website at [www.doralusa.com](http://www.doralusa.com). Both options are available 24 hours a day, seven days a week at no cost to the provider.

### **COPIES OF MANUALS**

The *Smiles For Children* Office Reference Manual outlines policies and procedures that dental providers should follow for services rendered on or after July 1, 2005, under the *Smiles For Children* program. Doral will be sending all participating providers an Office Reference Manual. This manual and other important information can also be accessed on Doral's website at [www.doralusa.com](http://www.doralusa.com).

DMAS will continue to make its *Dental* Provider Manual available to providers on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Please refer to this manual for procedures that should be followed for services rendered prior to July 1, 2005. If you do not have access to the Internet or would like a paper copy of the DMAS *Dental* Provider Manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

### **PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. This newsletter will contain information pertinent to all providers and various aspects of the Medicaid and FAMIS programs, not just the dental program. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new

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programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at [www.dmas.virginia.gov/pr-provider\\_newletter.asp](http://www.dmas.virginia.gov/pr-provider_newletter.asp).

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.